

Account Manager II — Bilingual (Hybrid)

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Company: Huntington Distribution Finance - North America

Location: Montreal

Category: business-and-financial-operations

Welcome to Huntington. Huntington Distribution Finance is a commercial inventory finance company offering floorplan financing solutions to manufacturers, distributors and dealers in all 50 U.S. states, Canada, Australia and New Zealand. We specialize in financing powersports, lawn and garden, recreational and specialty vehicles, marine products, construction, agriculture and consumer electronics and appliances. Huntington Commercial Finance Canada, Inc., doing business as Huntington Distribution Finance, is looking for qualified candidates for the position of Account Manager 2.- Bilingual

Position Summary

The Account Manager 2 role builds strong relationships with dealers, and manufacturer by providing outstanding customer service and support. The Account Manager 2 analyzes dealer accounts and works closely with manufacturer to support growth, avoid delinquencies, and ensure compliance to Huntington policies and requirements. The role provides ongoing maintenance to existing dealers and supports boarding activities within their assigned territory as required. This position serves as an excellent opportunity to build a career in either Portfolio Management, Credit, or Sales functions within the dynamic inventory finance industry. The role will be a key position in supporting a strategic program with a global leader in the Powersports and Marine industry.

Workplace Type: Hybrid- **Location is** Montreal Downtown, Quebec Canada

Duties & Responsibilities:

Credit Line Optimization: Responsible for maintaining the credit needs of a dealer or distributor, which includes identifying, recommending, submitting, and processing credit line increase requests(NL1) ; managing order requests and credit over-lines within assigned authorities and processing dealer requests related to credit line carve outs and additional product lines.

Account

Maintenance: Be the primary point of contact for the dealer, field dealer inquiries, (NL2) process exception reviews related to credit enhancements, business structural changes, dealer location changes, the follow-up(NL3) of financial statements and other credit file conditions. Process interest waivers, charge-offs, and prepare any needed communication such as default, acceleration, and termination letters to ensure that the dealer's account is maintained in compliance with Huntington policy and procedures. Manage dealer repossessions as supervised by Portfolio Manager or Director of Portfolio.

Processing: Work with the processing team in Finance to ensure that the dealer's funds are applied correctly, balances are cleared timely, and that credit memos from third parties are applied accurately and promptly. Communicate with the dealer to clear any funds held in suspense, process early pay discounts, and communicate requested plan changes, inquiries, and corrections via Huntington's proprietary account management systems. Process dealer trade in requests and refinances, and third-party payoffs using similar systems tools.

Account Monitoring & Reporting: Leverage the proprietary account management system and dynamic analytical tools to identify stressed accounts and escalate to management(NL4) 's attention with recommendations. Prepare problem loan reports and work closely with Credit and Sales to manage stressed accounts.

Communication and Coordination: Be the primary point of contact with the dealer. Champion the communication of the dealer's needs, issues and concerns to the appropriate manufacturer contacts, Sales, Finance, Credit, and Compliance teams as appropriate.

Boarding: Support boarding processes for assigned dealers when required. Activities will include contacting dealers for application submission, processing the application, following the application through underwriting and compliance, and preparing and sending loan documents. Remain the primary contact for the dealer and follow through the entire process until the account is activated to ensure that boarding goals are achieved.

Special Projects/Travel: Opportunity to engage in process improvement projects at the discretion of Director of Portfolio and/or Portfolio Manager. Attendance at trade shows and visits to dealers, distributors, or manufacturers may be required. Performs other duties as assigned.

Basic Qualifications: Bachelor's degree 5 years' experience in customer service, account management, or credit. Strong verbal and written communication skills in French and in English Ability to provide excellent customer service, with particular attention for empathy concerning the dealers' needs and concerns and the ability to confidently(NL5) discuss account performance with customers. Ability to analyze qualitative and quantitative data and draw conclusions to solve complex account issues or concerns. A critical thinker with

the ability to prioritize, strong attention to details and inquisitive mindset. Thorough Knowledge of various software programs including Word, Excel and PowerPoint, and the demonstrated ability to learn and adapt new systems, analytical tools, and processes. Ability to effectively participate in cross functional project teams. Preferred Qualifications: Degree in accounting, finance, business, or economics Experience in Banking, Equipment / Specialty Finance, or Captive Finance industry in a customer advisory capacity. 2 years of experience in customer service, account management, or credit roles within inventory finance strongly preferred. Good understanding of financial statements and ratios. Knowledge of Tableau and/or Alteryx Key Benefits RRSP Match Program Health and Welfare Benefits Competitive Paid Time Off Days

Huntington Commercial Finance Canada, Inc. ("Huntington"), doing business as Huntington Distribution Finance is an equal employment opportunity employer.

Huntington's policy is not to discriminate against any applicant or employee because of race, color, religion, sex, pregnancy (including childbirth and related medical conditions), sexual orientation, gender identity or expression, ethnic or national origin, age except as provided by law, civil, marital or familial status, political convictions, language, social condition, genetic information, disability status, protected veteran or military status or any other characteristic protected by applicable law. Huntington also prohibits harassment of applicants or employees based on any of these protected grounds. Huntington provides reasonable accommodations to applicants and employees in accordance with applicable law. If you need an accommodation or assistance in the application process, please contact us at Huntingtoncareers@huntington.com

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